

Amendments to the claims:

Claims 1 - 42 (cancelled).

43. (currently amended) Apparatus for compiling statistics concerning communications, at least one of the communications including a plurality of events occurring during the communication, the apparatus comprising:

an interface for receiving records representing the plurality of events occurring during the communication, each record including an identifier;

a processor for associating the records with the communication based on the identifiers in the records; and

an output for generating the statistics concerning the communications based at least on data in selected one or more of the records, wherein the selected one or more of the records are selected based on a type of event represented thereby.

44. (original) The apparatus of claim 43 wherein the communication includes an information assistance call.

45. (original) The apparatus of claim 43 wherein the identifiers each identify the communication.

46. (previously presented) The apparatus of claim 43 wherein the statistics is a function of time when the communications take place.

47. (previously presented) The apparatus of claim 43 wherein the statistics is a function of an interval during which the communications take place.

48. (previously presented) The apparatus of claim 43 wherein the

communications are conducted through a call center, and the statistics is a function of a location of the call center.

49. (previously presented) The apparatus of claim 43 wherein the communications are transported through a carrier, and the statistics is a function of the carrier.

50. (previously presented) The apparatus of claim 43 wherein the communications originate from a market, and the statistics is a function of the market.

Claim 51 (cancelled).

52. (original) The apparatus of claim 43 wherein the data includes indications of selected events represented by the selected records.

Claims 53 - 87 (cancelled).

88. (currently amended) A method for compiling statistics concerning communications, at least one of the communications including a plurality of events occurring during the communication, the method comprising:

receiving records representing the plurality of events occurring during the communication, each record including an identifier;

associating the records with the communication based on the identifiers in the records; and

generating the statistics concerning the communications based at least on data in selected one or more of the records, wherein the selected one or more of the records are selected based on a type of event represented thereby.

89. (original) The method of claim 88 wherein the communication includes an information assistance call.

90. (original) The method of claim 88 wherein the identifiers each identify the communication.

91. (previously presented) The method of claim 88 wherein the statistics is a function of time when the communications take place.

92. (previously presented) The method of claim 88 wherein the statistics is a function of an interval during which the communications take place.

93. (previously presented) The method of claim 88 wherein the communications are conducted through a call center, and the statistics is a function of a location of the call center.

94. (previously presented) The method of claim 88 wherein the communications are transported through a carrier, and the statistics is a function of the carrier.

95. (previously presented) The method of claim 88 wherein the communications originate from a market, and the statistics is a function of the market.

Claim 96 (cancelled).

97. (original) The method of claim 88 wherein the data includes indications of selected events represented by the selected records.